GUIDELINES AND PROCESS FOR DAY TRIPS

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1. Objectives

- To provide an enjoyable day out for our members plus guests at a cost which is lower than that available from commercial operators.
- To charge a rate which allows the trips to be self-funding.
- To provide enough time for people to decide whether they want to and can go on a trip, plus sufficient time to pay in advance of the trip.

2. Pricing of a trip

- The price should be calculated to break even assuming that 36 people will book and pay for a trip on a 39 seater coach.
- Profits from previous trips can be used to reduce the price of a subsequent trip or trips.

3. Promotion of a planned trip

- Ideally, the date for a trip should be set to allow bookings and payments to be taken at a minimum of 2 monthly meetings. Note that there is not a monthly meeting in August or December. This item is key as it not only allows time to promote the trip, it also allows plenty of time for people to decide and pay in advance.
- The trip will be publicised on the Havant u3a website.
- The monthly newsletter which is emailed to all members in the first week of each month will include details of forthcoming trips.
- Planned trips will be announced at monthly meeting.
- An email to promote the trip can be sent to all members. The frequency and timing of this would be at the discretion of the Day Trips organiser. Please bear in mind that we do not wish to overload our members with an excessive number of emails.

4. Bookings and payments

- People wishing to book must do so via the Day Trips organiser. It would be helpful if person booking could advise the method of payment they intend/expect to use.
- Booking a seat without paying at the same time will guarantee a reservation up to 7 days before the trip.
- Payment in full should be made on or before 7 days before the trip to guarantee a place on the coach.
- If payment has not been made by 7 days before the trip, then the reservation can be cancelled and the seat re-allocated to another person providing they pay at the time of booking.
- Bookings made less than 7 days prior to the trip should be paid for immediately or as soon as is possible.
- The Day Trips organiser can at their discretion allow payment to be made on the coach. However, this is not ideal and will not be advertised as an option.
- The Treasurer will provide the Trip Organiser a list of any members that have paid but do not appear on the Trip List provided by the Trip Organiser.
- The Day Trips organiser will be responsible for the timing (but suggest 10 days prior to the trip), and the wording of any payment reminder messages they wish to send to members who have not yet paid. Assistance with the actual sending of messages can be arranged if required.

5. Refunds

- People who cancel before 7 days of the trip will be entitled to a full refund.
- People who cancel after 7 days before the trip may be entitled to a refund if there are people who can take their place and pay (i.e. on a waiting list). If the seat cannot be filled then a refund would not normally be payable.
- Where entry fees have not been paid by the Trip Organiser the entry fee element of the payment will be refunded in any event.
- The Day Trips organiser may on occasion want to make an exemption to the standard cancellation policy. It is at his/her discretion but some reasons might be a recent bereavement of a close family member, or someone becoming hospitalised.

6. Internal Process

- The Day Trips organiser will be responsible for taking bookings and managing waiting lists when the coach is full. An updated list of people who have booked should be supplied to the Treasurer on a regular basis. I.e. weekly, or if a large number of bookings are made.
- On a weekly basis the Treasurer will confirm to the Day Trips organiser as to which people have paid. The Day Trips Organiser may request this information on occasion if required.

7. Members Obligations

- Members will not be allowed to board the coach if they have not paid, unless payment on board has been agreed in advance with the Day Trips organiser.
- Members should provide emergency contact details in case of an unforeseen event.
- Members should inform the Day Trips organiser in advance as to which pick-up point they intend to board the coach. They must board at the pick-up point they have nominated.
- Guests will be asked to sign a waiver form as they will not be covered by the Third Age Trust insurance.